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South Carolina Public Service Commission

CLEC Quarterly Service Quality Report

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PSC SC
September
DMSQuarter / Year: 3rd Quarter / 2006REPORTING MONTH: July August SeptemberNumber of South Carolina Customer Access Lines Provided:

Total South Carolina Line Count:	<u>4737</u>	<u>4372</u>	<u>4187</u>
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Trouble ReportsReport Volume

OBJECTIVE: 7% or less of Access Lines

Trouble Tickets:	<u>117</u>	<u>186</u>	<u>110</u>
% Troubles of Line Count:	<u>2.47%</u>	<u>4.25%</u>	<u>2.63%</u>

Out of Service Trouble Clearing

OBJECTIVE: 85% or greater w/in 24 hrs

Out of Service Lines:	<u>73</u>	<u>115</u>	<u>59</u>
Troubles Cleared w/in 24 Hrs.:	<u>10</u>	<u>12</u>	<u>10</u>
% of Cleared Troubles:	<u>13.70%</u>	<u>10.43%</u>	<u>16.95%</u>

Service OrdersService Installation

OBJECTIVE: 85% or greater w/in 5 days

New Service Order Installs:	<u>0</u>	<u>0</u>	<u>0</u>
Installs Completed w/in 5 Days:	<u>0</u>	<u>0</u>	<u>0</u>
% Installs Completed:	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>

* Company does not provide new service installation - conversion only; customers must already have working service

Commitments Fulfilled - MACD

OBJECTIVE: 85% or greater Orders Completed

Total Service Orders:	<u>225</u>	<u>189</u>	<u>124</u>
Orders Completed:	<u>214</u>	<u>178</u>	<u>116</u>
% of Commitments Fulfilled:	<u>95.11%</u>	<u>94.18%</u>	<u>93.55%</u>

Switching FacilitiesCompany use of switching facilities in South Carolina? YES NO X